

**Response to Notice of Improper Request for Continued Examination & Notice of Non-Compliant Amendment**

Applicant: Michael J. Borg et al.

Serial No.: 09/820,457

Filed: March 28, 2001

Docket No.: 10006799-1

Title: SYSTEMS AND METHODS FOR UTILIZING PRINTING DEVICE DATA IN A CUSTOMER SERVICE CENTER

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**REMARKS**

With this Response, a corrected "In the Claims" section of the Amendment filed on March 13, 2009 has been submitted.

Applicant, therefore, respectfully submits that the Request for Continued Examination (RCE) filed on March 13, 2009 is proper and that the Amendment filed on March 13, 2009 is now compliant and in a condition for consideration.

**CONCLUSION**

Any inquiry regarding this Response should be directed to either Victor DeVito at Telephone No. (908) 898-4307, Facsimile No. (360) 212-3060 or Scott A. Lund at Telephone No. (612) 573-2006, Facsimile No. (612) 573-2005. In addition, all correspondence should continue to be directed to the following address:

**Hewlett-Packard Company**  
Intellectual Property Administration  
P.O. Box 272400  
Fort Collins, Colorado 80527-2400

Respectfully submitted,

Michael J. Borg et al.,

By,

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Date: APR. 29, 2009

SAL:skh

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